Claims

What is claimed is:

5   1.   A method for reporting a failure in an application program module to a file system, the method comprising the steps of:

determining a location of the failure in the application program module;

10   using the location to generate a file tree to associate with the failure;

examining the file system to determine whether the file tree already exists; and

if not, then adding the file tree to the file system.

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2.   The method of Claim 1 further comprising the steps of:

if the file tree already exists, then adding an indication to the file tree that the failure has been encountered again.

20   3.   The method of Claim 2, further comprising the steps of:

determining whether the file system requests additional information uploaded regarding the failure; and

if so, then transmitting the additional information to the file system.

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4.   The method of Claim 3 wherein the additional information is transmitted as a cab file.

5.   The method of Claim 4 wherein the location of the 30   failure is bucket information comprising an application name, an application version, a module name, a module version, and an offset into the module.

6.   The method of Claim 5 wherein the application name, the application version, the module name, the module version, and the offset into the module comprise a plurality of folders of the file tree.

7.   The method of Claim 6 wherein beneath the application name folder, the application version folder, the module name folder, the module version folder, and the offset folder are a plurality of subfolders comprises a cabs subfolder, wherein the cabs subfolder comprises the cab file.

8.   The method of Claim 7 wherein the plurality of subfolders further comprises a status subfolder, wherein the status subfolder comprises data about what to collect in the cab file from the application program module.

9.   The method of Claim 8 wherein the plurality of subfolders further comprises a counts subfolder, wherein the counts subfolder comprises the number of cab files collected for the failure.

10.   A computer-readable medium comprising computer-executable instructions for performing the steps of Claim 9.

11.   The method of Claim 1 wherein the file system comprises a corporate file server.

12.   A method for synchronizing failure data maintained in a corporate file server with a destination server, the method comprising the steps of:

loading a plurality of failure information entries into a memory of the corporate file server, wherein each entry corresponds to a failure of a computer program module;

selecting which failure information entries to upload to the destination server;

for each failure information entry to upload performing the following steps:

obtaining information from the destination server regarding the type of failure information that is needed;

determining whether the type of failure information needed is the type in the failure information entry; and

if so, then uploading the failure information entry to the destination server.

13.   The method recited in Claim 12 further comprising the step of renaming the failure information entry to indicate that the failure information entry has been uploaded to the destination server.

14.   The method recited in Claim 12 further comprising the steps of:

if the type of failure information needed is not they type in the failure information entry, then downloading from the destination server to the corporate file server the type of information that needs to be obtained for the particular failure of the computer program module.

15.   A system for reporting failures of a program module, the system comprising:

a corporate file server operative to receive and store failure reports from users of the program module within a

5   corporation; and

an administrative reporting executable comprising computer-executable steps for receiving the failure reports from users within the corporation.

10   16.   The system of Claim 15 further comprising a destination server for periodically receiving uploads of the failure reports from the corporate file server and wherein the administrative reporting executable is further operative to upload the failure reports to a destination server.

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17.   The system of Claim 16 wherein the destination server is operated by the manufacturer of the program module and wherein the corporate file server is maintained by an administrator of the corporation.

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